



JOB TITLE: GUEST RELATIONS EXECUTIVE

Sea Cliff Resort & Spa offers serenity and beauty with accommodations in lush tropical gardens, infinity pools, diverse cuisine, and attentive staff. Guests can enjoy panoramic views of the Indian Ocean from lounges, restaurants, bars, and recreation areas. The resort also provides an array of activities and excursions highlighting Zanzibar's rich history, stunning beaches, and vibrant culture. Located in Zanzibar, this resort is ideal for those seeking a unique blend of relaxation and adventure.

Role Description

This is a full-time on-site role for a Guest Relations Executive located in Zanzibar City. The Guest Relations Executive will be responsible for ensuring guests have a pleasant experience by managing guest inquiries, handling complaints, coordinating front desk activities, and providing exceptional customer service. Additional duties include supporting sales efforts, assisting with reservations, and working closely with other departments to enhance guest satisfaction.

Qualifications

- Guest Relations and Customer Service skills
- Strong Communication skills and the ability to engage with guests from diverse backgrounds
- Receptionist Duties, including managing reservations and front desk operations

- Sales experience and a proactive approach to promoting resort services and activities
- Excellent organizational and multitasking abilities
- Fluency in English; additional languages are a plus
- Previous experience in hospitality or a related field is preferred
- Bachelor's degree in Hospitality Management or a related field is advantageous

Application Instructions:

Email me on fom@seacliffzanzibar.com